



# Westcroft House Surgery Newsletter

Edition 18 Summer 2017  
www.westcrofthouse.co.uk

Latest Care Quality Commission rating of 'good'

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Please be aware that the GP's at Westcroft House have instructed the Reception Team to make slight changes to the way they handle contacts at Reception. The Reception Team will now ask patients for some idea of why they are contacting the Practice in order to 'signpost' their query to the appropriate department/person.

The GP is NOT always the most appropriate person to deal with your query. Please do not take offence when you are asked if we can help you!

The Reception Team are continually receiving training to upskill to re-direct and help you to get the optimum service to meet your needs.

### Text messaging service.

Over the last few months we have introduced a text messaging service at Westcroft. Feedback from patients has been very positive. Most patients welcome the REMINDER text when their appointment is due and it is a quick and efficient way of getting in touch with you to remind you about making an appointment for your chronic disease monitoring or medication review. Please make sure we have your up-to-date contact details to get the very best use out of this confidential and secure service.

### Friends and family test—please continue to give us feedback

Thank you to everyone who has completed the Friends & Family test available at the Practice and via the website. We are very pleased to report that since starting the campaign in January 2015, 1262 patients have said that they would be extremely likely or likely to recommend Westcroft to their friends and family. There are 13 neither likely nor unlikely responses and 25 who would not recommend us. Westcroft work hard to deliver a safe, responsive, well lead, caring and effective Primary care service for the benefit of our patients and we hope that we can continue to improve with your help, support and feedback.

Following further consultation from our Patient Representation Group (PRG) the Practice has decided to redirect the charity money raised from the 'book table' and donations to purchase much need health care equipment (ear irrigation, baby ambubag for resuscitation, respiratory devices for monitoring asthma and copd etc) instead of the touch screen check-in previously outlined in this newsletter. We want you to know that we listen to what you say but it was felt that we could not justify the ongoing yearly costs of the check-in device (£500 per annum) We apologise for any inconvenience.

If you would like to become a member of the Patient group, pls visit the website to apply.

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### Westcroft Care Coordinator Service

Westcroft offers a care coordinator service for 'older' people and those with known long term conditions. Our care coordinator Sue Roberts works from the practice to offer individual support to maintain and enhance life-style and well being.

Some of you may already know Sue and she can be contacted at the surgery for further enquiries.

### Dates for your diary—FLU VACCINATIONS!!

I know it's only summer, but please reserve the following dates for the yearly Flu clinics held at Westcroft

**Friday 29th September 2017**

**Friday 6th October 2017**

**We will be holding drop-in flu clinics on these dates between 1-6pm for eligible patients.**

\*Signposting your query\*